IT 465 – Messaging Services
General Course Syllabus

Department of Information Technology and Administrative Management

Messaging services, such as email and groupware, are integral Technologies to successful businesses. This course uses Microsoft Exchange Server as a messaging platform to teach students how to install, configure, maintain and troubleshoot messaging services in a variety of business environments. Curriculum delivery is offered through lectures, discussions, demonstrations, textbook exercises, and classroom labs.

Prerequisites: IT 463
Credits: 4

Students will be able to . . .

1. Demonstrate an understanding of email fundamentals, including DNS and email relay, email formats and protocols
   - Graded laboratory exercises, quizzes and exams
2. Demonstrate a knowledge of an LDAP directory service structure, installation, configuration, and management of Active Directory in the context of messaging services
   - Graded laboratory exercises, quizzes and exams
3. Demonstrate and apply knowledge of how to deploy a messaging server, including how to plan for installation, install, change and remove an Exchange server
   - Graded laboratory exercises, quizzes and exams
4. Demonstrate how to configure an Exchange organization, server roles, mail relay and email clients
   - Graded laboratory exercises, quizzes and exams

Assessments
5. Demonstrate an understanding of recipient objects, including mailbox users, mail users, mail contact, mail-enabled groups and resource mailboxes. Demonstrate how to move mailboxes and how to implement an Exchange resource forest

Graded laboratory exercises, quizzes and exams

6. Demonstrate how to configure address lists, offline address books, email address policies, and message compliance policies. Demonstrate how to modify and manage multiple recipient objects

Graded laboratory exercises, quizzes and exams

7. Demonstrate and apply knowledge of public folders, including how to create, use, configure and remove public folders

Graded laboratory exercises, quizzes and exams

8. Demonstrate the ability to configure client access protocols, including POP3, IMAP4, HTTP, MAPI RPC and Outlook Anywhere. Demonstrate the ability to configure SMTP protocol as well as configure and manage transport rules

Graded laboratory exercises, quizzes and exams

9. Demonstrate an understanding of security configuration, including protocol and email encryption

Graded laboratory exercises, quizzes and exams

10. Demonstrate and apply knowledge of data backup issues, including backing up, restoring and repairing a messaging server

Graded laboratory exercises, quizzes and exams

11. Demonstrate the ability to monitor system performance, monitor email queues, message tracking, client connectivity and creating reports

Graded laboratory exercises, quizzes and exams

12. Demonstrate the ability to implement mobile access and unified messaging. Demonstrate how to configure mobile access technologies, including Active Sync and BlackBerry infrastructure support. Demonstrate an understanding of unified messaging and how to configure unified messaging support

Graded laboratory exercises, quizzes and exams

Specific course faculty and materials will vary by quarter. Current information can be found on my.cwu.edu.

ITAM classes are often offered in online, hybrid or traditional formats. Visit my.cwu.edu for more details or contact our office at ITAMInfo@cwu.edu.
## University Policy on Academic Integrity

Academic Integrity is a standard set for this course. Students are expected to complete all of their coursework and assignments using their original words and ideas and will properly cite the words and ideas of others.

Students are also expected to be honest in their interactions with the instructor. A student found to have not upheld these expectations is subject to failing this course and shall be subject to disciplinary action or sanction. The University catalog defines the term “academic dishonesty” in all its forms including, but not limited to:

- cheating on tests;
- copying from another student’s test paper;
- using materials during a test not authorized by the person giving the test;
- collaboration with any other person during a test without authority;
- knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or in part the contents of an un-administered test or information about an un-administered test; bribing any other person to obtain an un-administered test or information about an un-administered test; substitution for another student or permitting any other person to substitute for oneself to take a test; plagiarism” which shall mean the appropriation of any other person’s work and the unacknowledged incorporation of that work in one’s own work offered for credit;
- “Collusion” which shall mean the unauthorized collaboration with any other person in preparing work offered for credit.

## University Policy on Special Needs

Course requirements will not be waived but reasonable accommodations will be developed to help you meet the requirements. You are expected to work with the instructor and the CWU Disability Support Specialist to develop and implement a reasonable Accommodation Plan. For more information please visit: [www.cwu.edu/disability-support/](http://www.cwu.edu/disability-support/)

## Canvas

The TurnItIn feature of Canvas helps students learn to use sources and citations appropriately. TurnItIn matches the material in student papers against material on the Internet and in our database of CWU papers. Representing the words or ideas of someone else as your own is a violation of the CWU Student Conduct Code and a serious infraction in this course. If you have questions about appropriate ways to include the words or ideas of other people in your papers, contact the instructor. Papers submitted to TurnItIn are added to the database of papers. Your instructor has the option of what papers and assignments may be submitted and/or randomly submitted to TurnItIn.
Central Washington University is a community of scholars and writers who are supported by the University Writing Center. Peer consultants guide students of all disciplines and all levels toward communication that will be effective in a global and diverse environment. Visit: www.cwu.edu/learning-commons/university-writing-center for more information.

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